

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Many experiments in US history have seen well-intentioned lazy minds arguing for internally regulated rules of conduct. They have, in my study, never worked. Regulations must be drawn by scientists, and they must describe the prioritized essentials of why and how things work. And they must be enforced by the appropriate courts, or else persons, companies and victims are left without any protection. "Somehow it'll work" is nonsense. In the case of phone company tsars who have been robbing citizens for years to pay themselves exorbitant profits and do favors for illegal corporations, the idea of allowing them to police themselves is particularly a bad idea, bordering on the ludicrous legally.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Robert Cerello